

JOB DESCRIPTION



CUSTOMER SERVICE REPRESENTATIVE III

(Credit and Collection Emphasis)

DEFINITION

Under general supervision, to perform collection activities and customer billing for the City of Ukiah utility services including electric, water, sewer, garbage and parking permit program; maintain financial records; provide customer service; and perform related duties as assigned.

EXAMPLES OF DUTIES:

These examples are intended only as illustrations of the various types of work performed. The examples of work performed are neither restricted to nor all encompassing of the duties to be performed under this job title.

(E=Essential Duty; M=Major Portion of Time)

- Conduct all phases of collection, notification and legal process relative to the City of Ukiah utility services including electric, water, sewer, garbage and parking permit program. (E-M)
- Apply City of Ukiah's collection policies and Federal Fair Debt Collection Laws in negotiating payment arrangements and securing contractual agreements of unpaid open and closed accounts in a professional manner. (E-M)
- Produce and maintain utility billing statements, delinquent letters, collection notices, final notices, and disconnect noticing for utility accounts on a weekly basis in compliance with Municipal and State Regulations. (E-M)
- Answer difficult and complex customer inquiries and complaints over the phone and in person using independent judgment to resolve and report situations. (E-M)
- Assign accounts to credit bureaus for collection. (E)
- Prepare filings for small claims court, and appear in court as necessary. (E)
- Coordinate referrals to and payments from utility assistance agencies on a weekly basis. (E)
- Maintain statistical records for financial assistance programs and audit utility assistance agencies. (E)
- Process new service requests, transfers, past due notifications, and utility disconnections within mandated time frames. (E)
- Maintain and update customer records daily. (E-M)
- Process returned checks, returned mail and credit balance refunds.
- Coordinate service and meter read requests with utility and other finance staff.
- Analyze, reconcile and process utility meter reading data.
- Maintain periodic rate increases and decreases.
- Maintain and reconcile utility deposits.
- Balance customer payments, adjustments and accounts receivable with the General Ledger.
- Provide reporting and assistance to other agencies for utility billing, as necessary.
- Maintain and process photovoltaic accounts.
- Generate and reconcile varied reports, including online credit card processing.
- Operate various office machinery such as personal computer, complex billing computer software, mailroom equipment, ten-key adding machine, typewriter, copier, and fax machine. (E-M)
- Provide back up for CSR I and CSR II positions.
- Perform other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Intermediate to advance level of Microsoft Office Software (Word & Excel).
- Business data processing, principles and practices as applied to financial record keeping, bookkeeping and basic governmental accounting.
- Customer Service relation techniques.
- State of California Public Utility Code and City Utility Ordinances and Resolutions.
- Management and research techniques and procedures and methods of report presentation.

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- Modern office practices and procedures, including filing and record keeping and the operation of standard office equipment.
- Business arithmetic, including fractions, decimals, percentages and ratios.

Ability to:

- Handle difficult and stressful public contacts in an appropriate and professional manner.
- Organizing, researching and maintaining office files.
- Independently and accurately process all phases of utility billing and collection activities.
- Understand and carry out oral and written instructions.
- Work in a high activity team environment.
- Work independently in the completion of assignments.
- Ability to analyze and evaluate data.
- Effectively plan, organize and prioritize work.
- Provide effective functional or project leadership.
- Demonstrate strong written and verbal communication skills.
- Work well under pressure to meet established deadlines.
- Maintain harmonious and cooperative working relationships with other City employees and the public.
- Operate a computer system for up to 80% of the workday and perform rapid and accurate data entry.
- Type at least 50 words per minute.
- Operate a 10 key by touch.
- Lift up to 40 pounds.
- Operate office and mail room equipment.

Experience and Education

Any combination of experience or education equivalent to graduation from high school. Additional coursework in business or work experience in business accounting, computer science or a closely related field preferred. Three years of billing and a strong background in collection experience, preferably in a governmental environment. Computer experience required: Microsoft Word and Excel, intermediate to advance level. Bilingual (Spanish & English) highly desirable.

Necessary Special Requirement:

Possession of a valid Class C California Driver License.